

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, October 4, 2013
10:00 AM - 1:45 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Mohyeddin Abdulaziz*
Ron Bitterli (*Ken Troxel, proxy*)
Valerie Burns
Charles Drake
Karl Heckart, Chair
Co Horgan
Jennifer Gilbertson
Randy Kennedy
Cary Meister (*Nick Felber*, proxy*)
Jared Nishimoto*
Eloise Price
James Towner
Thomas Watson

GUESTS

Jay Dennis*, *Pima Superior Court*
Sam Watson*, *Yuma Juvenile Probation*

MEMBERS ABSENT

Myron Pecora
Kyle Rimel

AOC STAFF

Stewart Bruner, *ITD*
Eric Ciminski, *ITD*
Tina Knezovich, *ITD*
Denise Lundin, *CSD*
Lou Ponesse, *ITD*
Jason Shumberger, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 10:00 a.m. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the August 9th, 2013 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the August 9, 2013 TAC meeting as written. The motion passed unanimously.

UPDATE

KEY PROJECT UPDATES

Karl Heckart

Karl provided current details about several statewide initiatives of note:

- e-Filing enhancements are continuing to be made despite the XML ownership dispute with the current vendor. eService is in place and used by 20 percent of filing attorneys. The Request for Proposals (RFP) that sought bids for the next-generation solution has been cancelled on account of lack of competitive options following some procedural issues encountered by bidders.
- The eAccess solution is taking longer to become functional than hoped. The Arizona Judicial Council (AJC) has now approved the fee structure. Project Manager Eric Ciminski clarified that no records of a court will be made available until all day-forward and historical documents newer than July 1, 2010 appear in the central document repository with accurate security indicators on them. Stewart Bruner mentioned an OnBase script needed to count the total records fitting Eric's CDR criteria before Jethro Sheridan can transport the copies offline. Members are still cleaning up their historical records and requested help with exposing documents in AJACS that are still missing from OnBase. Karl elaborated on the importance of the work of the Electronic Records Retention and Destruction committee that is currently meeting to answer sticky questions.
- Pima Superior Court is getting underway with the eBench project. Karl described various challenges introduced by requiring the aiSmartBench vendor to change its delivery model from single-court customization to enterprise integration using a standard service layer. Work is focusing on system sizing and storage capacity by court, as well as the network requirements to provide suitable performance. Karl warned that judges will likely rely on local technology resources for front-line support of the product.
- The recent developments between AmCad and Riverside Partners and their likely positive implications on the CMS for the future. AJACS 3.9 is now being packaged into a supportable release for rollout to the general jurisdiction (GJ) courts around the end of the calendar year. AJACS 3.10 has now been received for validation, but is requiring extra time to test and configure, due to the extensive changes it contains. AOC is still focusing on Apache Junction Municipal court as the AZTEC-replacement pilot. Mesa is aiming for a Spring 2014 AJACS 3.10 deployment. Karl described the impact of increased functionality in AJACS 3.10 on the scope of AZTEC data conversion efforts.
- JOLTSaz continues working well in Pima Juvenile Court. The development process for the rural counties is speeding along, prompting the possibility of an earlier-than-planned

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initial implementation in Yuma Superior Court. APETS is approaching a technological cliff with its underlying Informix database, prompting a review of options for the 14-year-old system. Probation officers are growing very interested in mobile applications used by other states.

- AOC has asked Xerox, the FARE vendor, to estimate the cost of using its own resources for accomplishing a pre-disposition payment processing project. AOC resources are consumed by a complex project to separate FARE from the ageing data warehouse before next summer.
- An attempt currently underway to make computer security awareness training a mandatory category for COJET next year and in subsequent years. Jared Nishimoto volunteered to help determine appropriate content for the training. Co Horgan shared security horror stories from a previous employer.

UPDATE

FY14 ENTERPRISE ARCHITECTURE TABLE UPDATES

Karl Heckart
Stewart Bruner

Staff member Stewart Bruner provided members with results of research he performed at their request following the discussion at the previous TAC meeting on increasing the allowable bandwidth for video (384 kbps), H.264 compression codec for high definition video, IPV6 Watchlist categorization versus IPV4 Mainstream, e-mail encryption apart from S/MIME, as well as social media and collaboration tools. Stewart's social medial tools research indicates that standards are all over the waterfront, so details need to await a business policy delineating the types of communication authorized for court employees. Jay Dennis described Pima Superior Court's satisfaction with Global Cert's Secure Mail Gateway appliance.

Members then reviewed the current draft of the architecture table line by line and Stewart noted changes resulting from their discussion. Additional work is still required to determine the location of various products in Microsoft's software support lifecycle, appropriate social media tools, hardware/software encryption solutions including attachments to e-mail, and the mobile device that will replace BlackBerry. Stewart will make the changes and distribute the table via e-mail for members' final comments. Karl expressed his desire to have the table ratified at the next TAC meeting.

UPDATE

PC REFRESH UPDATE/TIMELINE

Karl Heckart

Karl summarized the various project-related decisions that must be made in October. AOC is awaiting shipment of Windows 8.1 Professional as the operating system on client devices that could remain as long as 8 years in the field. AOC internal infrastructure items that enable dynamic distribution of software and remote re-imaging of PCs are being included in the project scope, as well. This will accommodate multiple operating system and application updates being made over the entire life of the hardware. Karl outlined the timetable for distribution of test PCs and local testing operations before the image is locked down at the end of January. The likely pilot location will be the AOC.

Karl answered members' questions about the software image, the hardware distribution strategy, the amount of memory being purchased on devices, whether touch monitors will be used, virtual terminals versus PC hardware, and roles for which tablets are appropriate. Karl also discussed the need to plan for discontinuing local BlackBerry usage as RIM gets parted out and its servers

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shut down. He indicated that AOC is leaning toward a BYOD approach and drafting related policies now. Charles Drake suggested standardizing an application for work-related e-mail accessed on personal devices. Karl also mentioned an initial project communication being sent to a list of over 100 contacts for individual courts and probation departments around the state.

UPDATE STATEWIDE ONBASE ADMINISTRATORS NEWS

Stewart Bruner

Substituting for Jethro Sheridan from AOC Infrastructure Operations, Stewart provided an update on the progress of implementing disconnected scanning in limited jurisdiction courts as well as converting existing courts to use AJACS as their CMS. He reminded members about the script that needs to be run on local systems as part of Phase 2 of the document transfer project to copy historical documents in bulk for further populating the central document repository. Stewart emphasized that the door remains closed on the repository until the historical documents are loaded and any security discrepancies are fixed. Hyland Software has not yet published the OnBase release level certified to support Windows 8.1/IE11, even though 13 SP1 has just been released.

UPDATE ROUNDTABLE DISCUSSION

Various

Karl asked members to share their impressions of the recent CTC13 conference held in Baltimore. He reviewed the consolidation of case management vendors that is underway and described the growth of a “no enhancement” model for packaged software owed to the continuing reduction in vendors. Stewart recapped the lackluster response to his announcement of a group training solution for SSRS ad hoc report writing. Karl reminded members that Clerk Chad Roche has volunteered to host other court resources interested in seeing how Pinal constructs AJACS reports locally.

CALL TO THE PUBLIC

Karl Heckart

Karl informed members of a date change for the next meeting from December 6 to December 13 in Room 106 at the State Courts Building. After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 1:45 p.m.

Upcoming Meetings:

December 13, 2013	AOC – Conference Room 106
February TBD, 2014	AOC – Conference Room XXX

MEETING ADJOURNED

1:45 PM